

Official

11-5-01  
ENTERED TCIN THE SPECIFICATIONS

- ✓ On page 4, line 20, please replace "FIG. 7A and 7B," with "FIG. 7."
- ✓ On page 14, line 26, please replace "FIG. 7A and 7B," with "FIG. 7."
- ✓ On page 21, line 16, please replace "FIGS. 10A and 10B" with "FIGS. 10 and 11."
- ✓ On page 22, lines 4 and 5, please replace "FIG. 7A" with "FIG. 7".
- ✓ On page 23, line 18, please replace "FIG. 7A" with "FIG. 7."

IN THE CLAIMS

Please cancel claim 20 without prejudice. Please amend the claims as follows:

- A1
19. (Once amended) A method for providing concierge-like services comprising the steps of:
- connecting a communication from a user to a service agent;
  - receiving by a service agent a request for concierge-like services;
  - generating by the service agent a ticket associated with the request for concierge-like services;
  - presenting the request to a service agent for fulfillment;
  - fulfilling by the fulfillment agent the request for concierge-like services; and
  - communicating the fulfillment of the request.

- A2
35. (Once amended) An electronic ticket used in fulfilling a request for concierge-like services comprising:
- a first field into which data concerning a user's contact information is input by an agent receiving such information from the user;
  - a second field into which information concerning the request for concierge-like services is input by said agent receiving such information from the user;